

Westside Service Delivery Survey FY 2003-04

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
Water Services				
Satellite payment centers – City facilities	Provide full-service payment services at satellite payment centers, including turn-ons, turn-offs, and handling of delinquent payments.	195,178 customers served 1 location 101,000 Household served per location 195,000 customers served per location	520,690 customers served 4 locations 116,000 households served per location 130,000 customers served per location	Total includes only four WSD satellite pay stations In addition to the pay station located inside the Westside survey boundaries, another payment center is located at 10255 N. 23 rd Ave. This pay station would be accessible to and serve residents from the northeast section of the area.
Satellite payment centers – other agencies	Provide limited payment services at other agency payment centers.	6 locations 17,000 households served per location	36 locations 13,000 households served per location	Includes all Phoenix-area Bank One branches and an APS pay station in northeast Phoenix. These payment centers provide limited services.
Delinquent Accounts Servicing	Water services disconnected for non-payment of delinquent accounts	31,355 (45%)	70,416	
Maintenance of water lines	Provide replacement of water lines 12" or less in diameter	8 projects since 1999-2000 (21.6% of total) \$9,846,000 (28.9% of total) 26 miles (28.1% of total)	37 projects since 1999-00 \$34,032,000 total 92.7 miles	2.4% of all water main lines 12" or less in diameter were replaced on the Westside between 1999-2004. 1.6% of all water main lines 12" or less in diameter were replaced citywide between 1999-2004.
Maintenance of water services	Provide resources to maintain water mains to ensure regular delivery of water to all customers	15 breaks/leaks per 100 miles of pipe	23 breaks/leaks per 100 miles of line	Figures are approximate as WSD service areas boundaries do not exactly match the study area boundaries.
Maintenance of water services	Provide timely repair of water main breaks and leaks	98% of Priority One breaks and leaks were repaired within the 1-day standard	98% of Priority One breaks and leaks were repaired within the 1-day standard	Figures are preliminary – still under review by WSD. Figures are approximate as WSD service areas boundaries do not exactly match the study area boundaries.
Maintenance of water services	Provide resources to maintain water services (lines from the main to the meter) to ensure regular delivery of water to all customers.	13 service leaks per 1,000 services	26 service leaks per 1,000 services	Figures are approximate as WSD service areas boundaries do not exactly match the study area boundaries.
Maintenance of water services	Provide timely repair of water service leaks	99% of service leaks repaired within the 5-day standard	90% of service leaks repaired within the 5-day standard.	Figures are approximate as WSD service areas boundaries do not exactly match the study area boundaries.
Maintenance of water services	Replacement of water meters.	6,800 67 per 1,000 households	26,319 56 per 1,000 households	Includes all types of meters
Maintenance of sewer services	Customer complaints regarding sewer line problems	562 complaints 9.3% of total	6,051 complaints	Figures are approximate as WSD service areas boundaries do not exactly match the study area boundaries.
Maintenance of sewer services	Sewer stoppages identified and eliminated	31 stoppages 27.7% of total	112 stoppages	Figures are approximate as WSD service areas boundaries do not exactly match the study area boundaries.

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Maintenance of sewer services	Sewer overflows identified and mitigated	12 overflows 31.6% of total	38 overflows	Figures are approximate as WSD service areas boundaries do not exactly match the study area boundaries.
Maintenance of sewer services	Systematic cleaning of sewer lines to prevent blockages from occurring	312 miles of line cleaned 22% of total	1,420 miles of line cleaned	Figures are approximate as WSD service areas boundaries do not exactly match the study area boundaries.
Roach Control	Provide resources to treat manholes to prevent the growth and development of roach colonies	8,300 manholes treated 168 per square mile	48,366 manholes treated 130 per square mile	One-half of the mains 15" or less in diameter are treated each year. Service levels depend on number of manholes in the area.
Educational Outreach	Provide conservation-related curriculum materials and workshops for teachers	12 teachers trained 373 students reached 10,372 materials distributed	1,750 teachers trained 4,500 students reached 70,000 materials distributed	All Water Conservation services provided at customer request
Public distribution of literature	Conservation literature distributed at public events, by mail (upon request) or in bulk to community organizations	20,870 materials distributed	83,400 materials distributed	All Water Conservation services provided at customer request
Multifamily audits	Provide on-site audit of water use at multifamily sites and provision of low-flow shower heads and aerators if needed	8 complexes with 760 occupied units audited	36 complexes with 3,419 occupied units audited	All Water Conservation services provided at customer request
Community Outreach/Utility Assistance Program Partnership	Partnership with HSD, NSD and neighborhood-based organizations to educate customers in older, low income neighborhoods to become more efficient water users	130 customers assisted	833 customers assisted	All Water Conservation services provided at customer request
Neighbors Helping Neighbors	Partnership between the City and community non-profit organizations to provide plumbing system upgrades and repairs for folder homes in primarily lower income neighborhoods.	100 customers assisted	660 customers assisted	All Water Conservation services provided at customer request